

Medicaid Provider Handbook



Providers: Read this Provider Handbook User's Guide! This guide will help you get the most out of your new Medicaid handbook, which in turn will help you successfully serve Wisconsin Medicaid recipients and receive reimbursement for those services. Keep this guide for new staff.

Need help right away?


If you are missing any document discussed in this guide or need other assistance, call the appropriate telephone number, found below. See the quick reference card for hours of operation.

Provider Services: (800) 947-9627
 (Policy/eligibility/billing correspondents) (608) 221-9883

Automated Voice Response: (800) 947-3544
 (Recorded eligibility, other info) (608) 221-4247

DIAL-UP: (608) 221-4746
 (Direct Information Access Line with Updates for Providers)

Field Representatives:
 (Complex billing questions)

| | |
|--------------------------------|--|
| Milwaukee County |  ni Radwill (414) 365-0501 |
| Northwest Wisconsin | Denise Kruswicki (715) 694-2114 |
| North Central Wisconsin | Joan Buntin (715) 675-3190 |
| Northeast Wisconsin | Karen Gordon (920) 465-9425 |
| Southwest Wisconsin | Cindy Drury (608) 929-4030 |
| South Central Wisconsin | Jude Benish (608) 836-9428 |
| Southeast Wisconsin | Vicky Murphy (608) 756-1422 |
| Milwaukee Family Project | Teresa Miller (414) 227-4256 |



The Wisconsin Medicaid handbook(s) accompanying this guide has a specialized format designed with you, the Medicaid provider, in mind. To best use the handbook, please read this guide first and keep it for new staff.

On the inside back cover of this User's Guide is a quick reference card. We recommend you keep this card for future reference.

Why do I need Medicaid handbooks?

The information included in your Medicaid handbooks is vital for you to successfully serve Wisconsin Medicaid recipients and receive reimbursement for those services.

Your Wisconsin Medicaid handbooks give you information on the following important topics:

- Provider certification.
- Policy.
- Covered services.
- Prior authorization (PA), if applicable.
- Billing.

When you were certified as a Medicaid provider, you agreed to comply with Medicaid policies and procedures. The information in your Medicaid handbooks will help you comply with these requirements.

Are my Medicaid handbooks the only documents I need?

As a provider, you have five important sources of information about Medicaid:

- The All-Provider Handbook.
- Service-specific handbooks.
- Wisconsin Administrative Code (HFS 101-108).
- Wisconsin *Medicaid Updates*.
- Managed Care Provider Handbook.

The All-Provider Handbook contains general information about the following subjects:

- How Wisconsin Medicaid operates.
- How to handle other insurance, Medicare.
- How the claims submission system works.
- How to get PA.

The service-specific handbook gives detailed information on what services are covered for a provider type, what services require PA (if any), and how to bill for those services.

Wisconsin Administrative Code and the Wisconsin Statutes are the legal documents that direct Wisconsin Medicaid. The Medicaid handbooks refer to these documents when necessary.

The *Medicaid Update* is sent monthly and gives you the latest policy changes for all Medicaid providers and your specific provider type.

If you also provide services to Medicaid managed care enrollees, please refer to the Managed Care Provider Handbook for information about enrollees, covered services, HMO service areas, and more.

How are the new handbooks organized?

The first thing you'll notice about your new handbook is that it is divided into several self-contained sections. Each of these sections operates as a stand-alone unit to give information about a specific topic.

For example, some Medicaid handbooks have a PA section. This section details which procedures need PA. Each section has its own table of contents, index, and glossary. It also has text in the margins that will direct your attention to information that is particularly important or helpful.

Most handbooks cover standard subject areas such as:

- Covered services.
- PA (if applicable).
- Billing.

A few handbooks are divided differently due to the unique nature of the subject matter.

Organization of appendices

Each section will have its own appendix. The items in the appendix will directly relate to the information given in that particular section; for example, in the billing appendix, you will find sample claim forms. Some appendix pages may appear in more than one section of a handbook. This duplication is so that the sections can be used independently and users will not have to cross-reference to the other sections as often.

Why are the handbooks divided into sections?

The handbooks are divided into sections so that all providers can use them easily. For example, a chiropractor needs to know precisely what services are covered for her Medicaid patients, but may have someone else in the office handling the billing for those services.

In this example, the chiropractor would use the sections outlining covered services and PA in her Chiropractor Handbook, while her billing assistant would use the billing section of the handbook. The sections are designed to be used independently in this way. We do recommend, however, that the handbook sections usually be kept together in a binder for easy updating and necessary cross referencing.

The section format also makes it easier for Wisconsin Medicaid to revise sections of the handbook without reissuing the entire handbook.

I have limited time to read handbooks. What should I do?

Wisconsin Medicaid recommends that you read your handbook before serving Medicaid recipients. However, if you are unable to read the handbook from cover to cover, familiarize yourself with it by doing the following:

- Review the table of contents to acquaint yourself with the categories of information covered.



- Find the information especially pertinent to your practice and tab and highlight this information.
- Refer to the handbook when questions on billing, PA, covered services, etc., arise.

What other elements of the handbooks have changed?

To improve the readability of the handbooks, we are completely rewriting each one, avoiding jargon and confusing language.

We have added the following features in the design to make it easier to use:

- Increased white space, making the document easier on the eye.
- Tabs to help you find chapters within each section of the handbook.
- A simplified page numbering system.
- Frequently used telephone numbers on the inside front cover for easy reference.
- Any new or clarified information in the handbook will be highlighted in a cover letter.

Titles of handbooks

Prior to its conversion to the new format, each handbook was labeled with an alphabetical part designation (for example, the physician handbook was called Part K). With the conversion to the new format, we will remove the part designation of each handbook as it is converted; the physician handbook will now be called the Physician Services Handbook, not Part K.



Will all handbooks be changed to the new format?

Over the next few years, all 44 Medicaid handbooks will be converted to the new format. This means that all of the new handbooks will have the same reader-friendly design and writing.

How often will my handbooks be revised?

After it is converted, each handbook will be reviewed at least once per year to determine if any new information needs to be included in the handbook.

This information will, in most cases, have first been published in the monthly *Medicaid Update*.

How should I organize my *Medicaid Updates*?

It is important to keep the *Medicaid Update* inserts (the service-specific inside pages from the monthly publication) until you are sent a revised section for your handbook that includes this information.

We recommend storing your *Medicaid Update* inserts in the same binder that contains your service-specific handbook. The inserts are three-hole drilled, making them easy to store in this three-ring binder.

As handbooks are revised, you will receive a cover letter that will let you know which *Medicaid Update* inserts have been included in the revision and can be thrown away.



We recommend that you keep the *Medicaid Update* shell (outer section of the publication containing all-provider information) in a binder with your All-Provider Handbook.

How can I order a binder or additional copies of the handbooks?

Wisconsin Medicaid has three-ring binders available for new providers and those who would like to purchase a new binder. Binders are \$5.00 (plus applicable sales tax) and can be obtained by filling out the order form found inside each handbook section.

Providers can also order additional copies of their handbook or sections by filling out the order form found inside each handbook section. Orders take approximately 3–4 weeks to ship.

Publications on the World Wide Web

Copies of converted handbooks can also be downloaded from Medicaid's web site, at no charge, from the Handbooks area of the Provider Publications section at www.dhfs.state.wi.us/medicaid.

Medicaid Handbook

Quick Reference Card

Important resources

Provider Services (800) 947-9627

(Policy/eligibility/billing correspondents) (608) 221-9883

Policy/eligibility/billing hours: 8:30-4:30 (M, W-F), 9:30-4:30 (T)

Pharmacy hours: 8:30-9:00 (M, W-F) 9:30-9:00 (T),



-5:00 (Sat.)

Automated Voice Response (800) 947-3544

(Recorded eligibility, other information) (608) 221-4247

AVR hours: 24 hours/7 days a week

DIAL-UP (608) 221-4746

(Direct Information Access Line with Updates for Providers) 7:00-6:00 (M-F)

Wisconsin Medicaid Web Site www.dhfs.state.wi.us/medicaid

Documents you need to serve Medicaid recipients

- ♦ The All-Provider Handbook: This handbook gives general information on the Medicaid program, provider certification, eligibility, coordination of benefits, claims submission, and more.
- ♦ Service-specific handbooks: These handbooks give detailed information on what services are covered for a provider type, what services require prior authorization (PA), and how to bill for services.
- ♦ Wisconsin Administrative Code: Chapters HFS 101-108 are the rules regarding Medicaid administration. Wisconsin Statutes sections 49.43-49.497 provides the legal framework for the Medicaid program.
- ♦ Wisconsin *Medicaid Update*: This monthly publication gives you the latest policy changes for all providers and for your specific provider type.
- ♦ Managed Care Provider Handbook: You will need this handbook if you provide services to any Medicaid managed care enrollees.

Tips for using your new handbook

- ♦ Order additional copies of handbook/sections if needed.
- ♦ Keep your handbook sections together when not in use.
- ♦ Personalize your handbook by highlighting and tabbing information that is pertinent to your practice. Also feel free to write notes in the margins.
- ♦ Refer to the handbook sections' table of contents and/or index to find answers to your questions.

Ordering a binder or additional handbook copies

Use the order form found inside your handbook sections to order a Medicaid handbook binder or additional copies of your handbook/sections. You may also download handbook copies at no charge from the Medicaid web site at www.dhfs.state.wi.us/medicaid.

